

Professionalism, Ethics & Burnout

Hannah Fisher,
BOAH

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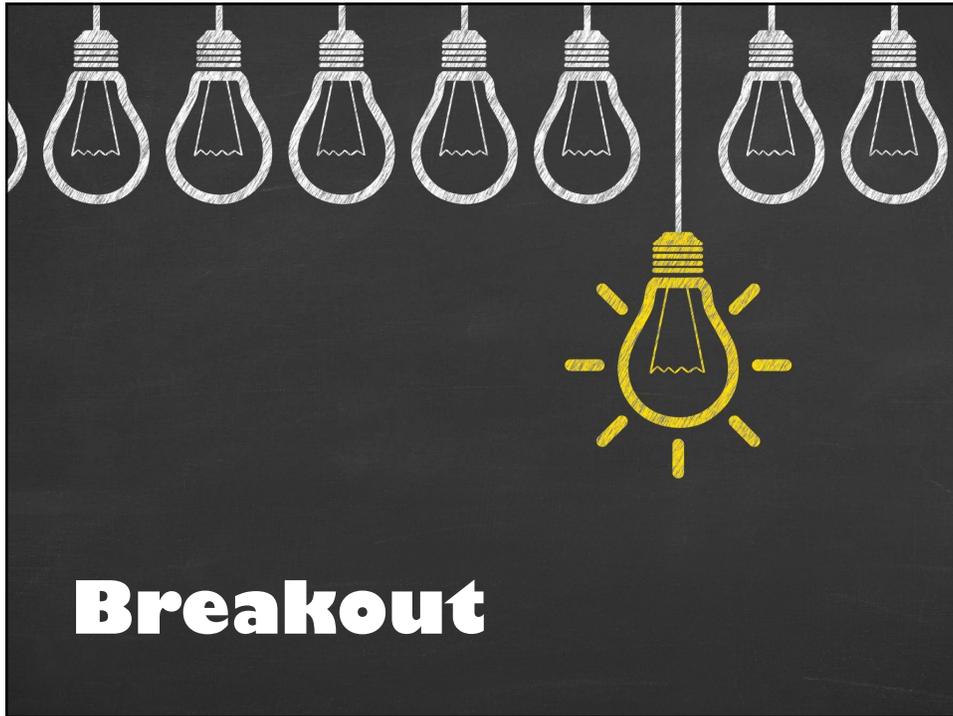
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Content

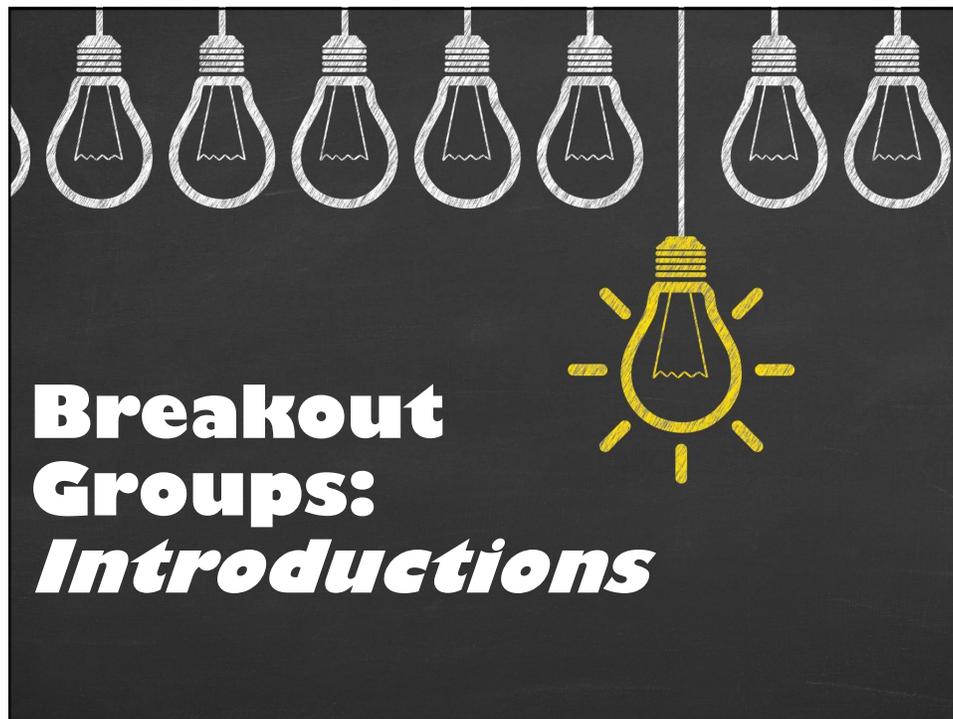
- Professionalism
- Ways to Increase and Demonstrate Professionalism
- Ethics
- Burnout



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- Ethical/Professionalism Hot Button
 - What is your pet peeve when it comes to ethics and professionalism in our line of work? Why?



The BOAH logo is located in the bottom left corner of the slide. It consists of the letters "BOAH" in a bold, blue, sans-serif font. To the left of the letters is a blue outline of the state of Indiana, with a small white lightbulb icon inside the state's outline.

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- **Personal Social Media Accounts**

- What are your thoughts on commenting/interacting from a “personal” social media account? Have you ever backed yourself into a corner? What did you learn?



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- **Uniforms and Appearance**

- Discuss how you/your department work to maintain a professional image, even with budgetary restrictions. Do you/coworkers hold one another accountable for maintaining clean uniforms in presentable condition?



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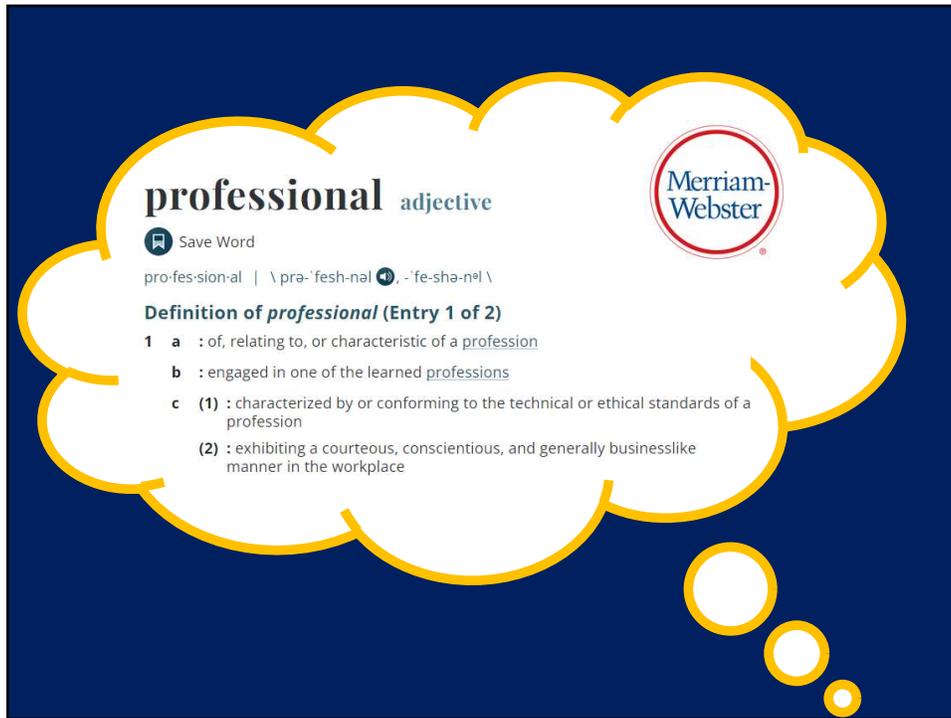
Professionalism



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You are *not*
“just a dog catcher.”

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professional adjective

Save Word

pro-fes-sion-al | \ prə-ˈfesh-nəl | -ˈfe-shə-nəl \

Definition of *professional* (Entry 1 of 2)

1

- a** : of, relating to, or characteristic of a [profession](#)
- b** : engaged in one of the learned [professions](#)
- c**
 - (1)** : characterized by or conforming to the technical or ethical standards of a profession
 - (2)** : exhibiting a courteous, conscientious, and generally businesslike manner in the workplace

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From the Dept. of Labor...

Professionalism

Throughout our working lives, most of us will have many different jobs, each requiring a different level or set of skills. No matter the industry - from customer service to an office job to construction and the trades - all of these jobs have one thing in common: in order to succeed and move ahead, you need to demonstrate professionalism. Professionalism does not mean wearing a suit or carrying a briefcase; rather, it means conducting oneself with responsibility, integrity, accountability, and excellence. It means communicating effectively and appropriately and always finding a way to be productive.



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You **can't** win every case...

You **can't** make everyone happy...

You **can't** save every animal...

You can work every case to your greatest ability, exhausting all resources and options. ★

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“Ultimately what matters is whether the program has the resources and committed staff to carrying out its mission.”

— Stephen Aronson, Animal Control Management: A New Look at Public Responsibility



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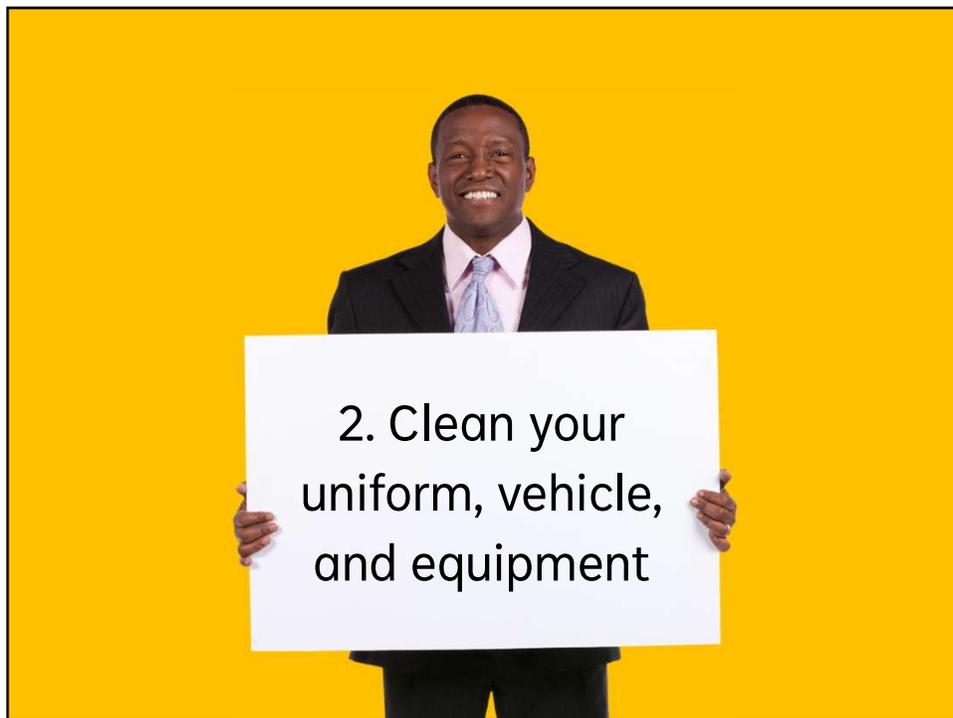
★ Ways to Increase and Demonstrate Professionalism
(...that don't cost you a dime !)

 **BOAH** Indiana State Board of Animal Health

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★ Keeping An Animal... When Is It Okay?

- Stray dog without a microchip
- Horse you seize as a result of an investigation
 - Cat voluntarily surrendered to your facility
- Dog surrendered after you give the owner the option of surrendering or enforcement action
 - Dog owned by an arrested subject and is not released/no family comes forward

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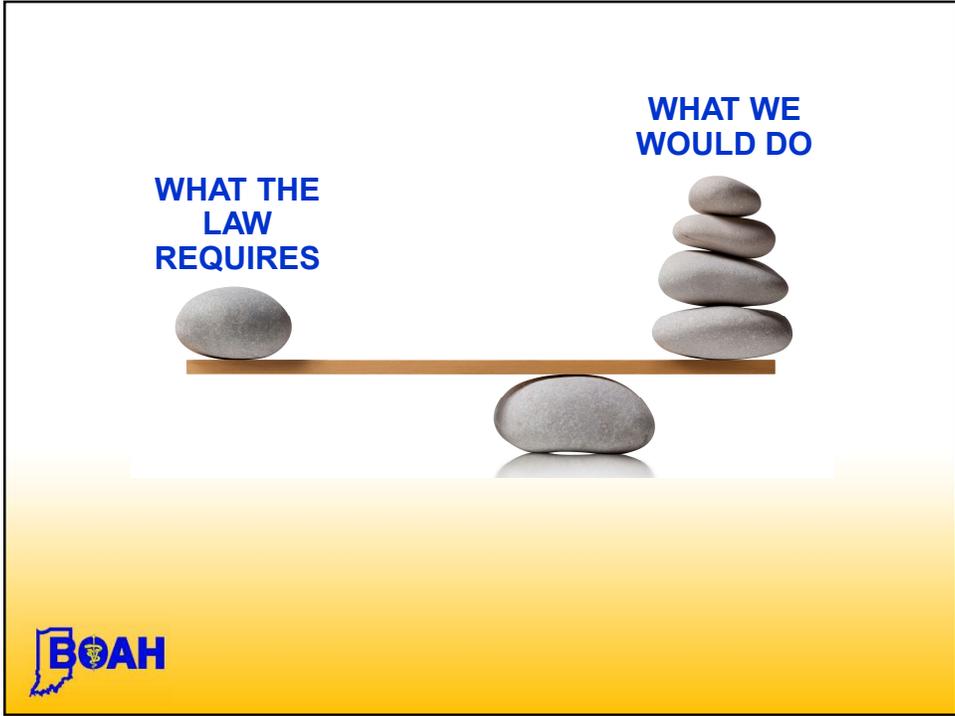


CHARLESTOWN, Ind. (WDRB) -- The animal control officer in Charlestown, Indiana was arrested Friday as part of an ongoing meth investigation.

WDRB cameras were rolling as Robert Young was placed in a patrol car around 4:30 p.m., a few hours after his initial arrest.

Charlestown Police Chief Keith McDonald says Young was arrested early Friday afternoon. Police say Young sold meth to an undercover officer out of his marked city vehicle while wearing his city uniform.

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If your compassion does not include yourself, it is incomplete.

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★ “The 4 Phases” - Doug Fakkema

- “Those of us who work on behalf of and who dedicate our lives to animals go through four phases in our career evolution. As we are unique, so are our individual stories, but we all go through a similar process, and, if we survive that process, go on to understand that we have achieved what we wanted in the first place.”

➔ *Listen to the descriptions of the four phases and try to determine which phase you are in.*



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PHASE 1

- “Red hot and raring to go.”
- “We know we can make a difference!”
- “We eat, sleep, and live in the cause for animals.”
- “Our friends don’t understand our obsession and turn away or just fade away...”
- We think we understand the problem and we know we can fix it.”

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PHASE 2

- “Our phase one enthusiasm has turned sour; the bubble bursts and we crash.”
- “We see the same people coming into the shelter with yet another litter.”
- “Animals are still abused and neglected; their plight seems unchanged despite all our efforts.”
- “We’ve lost the boundless energy...but continue on because now and then we get a spark of phase one energy.”

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PHASE 3

- “Our phase two depression has turned outward and we’re mad as hell.”
- “Hopelessness turns to rage.”
- “Let’s take everyone who abuses an animal, or even surrenders an animal, and euthanize them instead.”
- “We have lost our perspective and our effectiveness.”
- “We’re unable to connect with life.”

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PHASE 4

- “Gradually, and over time, the depression of Phase 2 and the anger of Phase 3 become replaced with a new determination and understanding of what our mission really is. It is big-picture time. We realize that we have been effective—locally and, in some cases, regionally and even nationally. So we haven’t solved the problem—who could—but we have made a difference with dozens, even hundreds and sometimes thousands of animals.”
- “We recognize our incredible potential to help animals. We are, little by little, changing the world.”

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Save the Ugly Cries & Venting Sessions for Home



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Stressors

- High call volume
- Long hours/unpredictable hours
- Lack of support
- Lack of resources
- Seeing neglectful conditions
- Seeing cruelty first hand
- Euthanasia (performing or observing)



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Steps You Can Take

- Eat healthy
- Exercise
- Have a non-animal related hobby or interest
- Don't bottle it up
- Use your vacation and personal days
- Know it's okay to feel overwhelmed at times
- Tell someone you are feeling overwhelmed!



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Resources

- Workplace programs
- Therapy/counseling
- Peers
 - We all have (or eventually will) experienced frustrations, anger, stress, sadness, etc related to the job. We are all here for one another!



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